

1 I N D E X

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3	<u>Witnesses:</u>	<u>Direct</u>	<u>Cross</u>	<u>Re-</u> <u>direct</u>	<u>Re-</u> <u>cross</u>	<u>By</u> <u>Examiner</u>
4	Erica Rios	50				
5	Ignacio Terrazas	57	66			66

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9 E X H I B I T S

10

11	<u>Number</u>	<u>For Identification</u>	<u>In Evidence</u>
12	ComEd 1	9	56
13	ComEd 2	9	56
14	ComEd 3	9	65
15	Complainant's No. 1	39	43
16	Complainant's No. 2	40	43
17	Complainant's No. 3	41	43
18	Complainant's No. 4	41	43
19	Complainant's Nos. 5 - 9	46	47

22

1 JUDGE JORGENSEN: Pursuant to the direction of
2 the Illinois Commerce Commission, I now call
3 Docket 16-0305.

4 This is Linda M. Gordon versus
5 Commonwealth Edison company. This is a complaint as
6 to meter tampering, unseal seal/unlocked in Chicago,
7 Illinois.

8 May I have appearances for the record,
9 please.

10 MS. GRAHAM: Yes. On behalf of Commonwealth
11 Edison Company, Rebecca Graham, 33 North LaSalle
12 Street, Suite 2200, Chicago, Illinois 60602. My
13 telephone number is (312) 505-8155 and with me this
14 morning is Aaron Jiminez (phonetic) from ComEd along
15 with two witnesses.

16 JUDGE JORGENSEN: Thank you. Let the record
17 reflect that Miss Gordon has not appeared. This
18 matter was scheduled for a hearing at 11:00 a.m. It
19 is now 11:17. I am going to give Miss Gordon another
20 opportunity to appear and present her case for an
21 evidentiary hearing currently scheduled for
22 September 7th at 11:00 o'clock a.m.

1 Is there anything further for the
2 record today?

3 MS. GRAHAM: Nothing further, Judge.

4 JUDGE JORGENSEN: All right. This matter is
5 adjourned until September.

6 (Discussion off the record.)

7 I just adjourned this until September
8 and set a date for September 7th. However,
9 Miss Gordon just walked into the room, so we're going
10 to go ahead and go forward with the evidentiary
11 hearing today.

12 Miss Gordon, we'll give you a couple
13 minutes.

14 Off the record.

15 (Break taken.)

16 (Whereupon, ComEd
17 Exhibit Nos. 1 through 3 were
18 marked for identification.)

19 JUDGE JORGENSEN: Miss Gordon, can you please
20 state your name, address and telephone number for the
21 record.

22 MS. LINDA GORDON: Yes. Linda. First name

1 Linda. Middle initial M., Gordon, G-o-r-d-o-n,
2 300 North State, S-t-a-t-e, Street, Unit 2226,
3 Chicago, Illinois 60654.

4 JUDGE JORGENSEN: Okay. And Miss Graham
5 already entered her appearance for the record.

6 Miss Gordon, since you will be
7 testifying on your own behalf, I'm going to swear you
8 in. Can you please right your rate hand.

9 (Witness sworn.)

10 JUDGE JORGENSEN: Okay. Would you like to come
11 up to the stand and bring whatever documents you
12 intend to enter as part of the record with you.

13 They're not marked and when you want
14 to introduce them, we'll introduce them and we'll get
15 copies to them --

16 MS. LINDA GORDON: Okay. Have a seat?

17 JUDGE JORGENSEN: -- you're going to be
18 testifying --

19 MS. LINDA GORDON: Okay. All right.

20 JUDGE JORGENSEN: -- unless you would be more
21 comfortable down there.

22 MS. LINDA GORDON: Yeah, I guess.

1 JUDGE JORGENSEN: Okay. Take your documents
2 with you.

3 MS. LINDA GORDON: Thank you.

4 JUDGE JORGENSEN: All right. Miss Gordon, you
5 have the burden of proof, so you will be good first
6 to present your case and you just testify as to what
7 your claim is and --

8 MS. LINDA GORDON: Okay. My claim is -- okay.
9 My claim is for meter tampering. Back here in 2015,
10 around August, I requested for a meter technician to
11 come out to read the meter. What brought me to
12 this -- to the attention of my bills being
13 exceedingly high -- now, I kind of noticed it back in
14 20 -- really, '12, '13, somewhere around there, but I
15 didn't really, you know, call at that time, you know,
16 I'm like -- well, I didn't really say well, maybe
17 it's gone up, they increased -- probably gone up
18 because I did receive a letter saying it was going to
19 increase within that -- 2013, it was a small
20 percentage; but back in 2015, once again, I requested
21 for a meter technician to come out.

22 The first technician came out upon my

1 request. When he came out, he knocked on my door.
2 Evidentially, he must have went to the meter first
3 before he had knocked on my door because what he had
4 saw. So he had addressed it to me. As we were
5 walking, he said, Miss Gordon, bring your camera or
6 cell phone with that you can take pictures out there.
7 I said, What's going on? He said, Well, you need to
8 see this. So I went towards the -- you know, to the
9 left of my unit -- my apartment, which I never knew
10 and you've been there about 20 years -- I never knew
11 that the meter was on that particular floor -- now I
12 know now that they're on every other floor -- so him
13 and I start to look over and the first thing I
14 notice, he said, Look at that. I said, Oh, my God.
15 So I noticed the lock on that meter -- my particular
16 meter because you have meters in all units for
17 that -- on that particular floor. Now, some of them
18 are -- you know, the meter room has for the -- I'm on
19 the 22nd floor, so my unit is 2226. So I look --
20 mines was up ahead, so I looked up on the board just
21 like the one behind you and he showed me -- he
22 started showing me, he said, Well, as I begin to

1 explain to you -- take the picture, I'm going to let
2 you take the first picture of this first and he said,
3 Once you take the picture, I'm going to put a seal
4 because it should never have been. He said, This is
5 meter tampering. He said, Miss Gordon, I have a
6 question for you. I said, Go right ahead. So after
7 I had taken the pictures, he said, The bills that
8 you've been getting -- and I knew, you know, I mean,
9 I kind of had an idea because I was seeing the
10 fluctuation back in 2013, I'm seeing the fluctuation,
11 I'm seeing the, the -- you know, on the bill there's
12 bars and they show you the kilo -- he said, When you
13 read that, that should show you something, too. If
14 it's going up and down, be careful. Pay close
15 attention to that once you get your bill and I said,
16 Sir, that's ironic that you said that because I do --
17 I said, I do remember back in the past and I have
18 bills of my -- past bills, but I don't have the ones
19 back in 2013 and '12. And so I begin to look at it
20 and I brought one. I went back into my apartment and
21 he said, I'm going to come -- I'll get back with you.
22 He said, I'll knock on your door and let you see

1 because I had saw what he was doing. He said, Now, I
2 put the seal on it. He said, Another thing, your
3 meter -- he said, This is another problem, he said,
4 Your meter is going faster than -- now, your neighbor
5 next door which is 2227, I'm seeing the flow of his
6 meter and it was reading high. I know that it should
7 be -- I'm like, it should be going like at -- after
8 he gave me the conversation about the meter flow, I
9 said, You -- That does make sense. He said, Your
10 meter is going exceedingly fast. It should never be
11 like that. He said, Miss Gordon, I'm going to
12 install -- I'm going to put a new lock on it and
13 install a rim which is on the pictures of the
14 evidence here. He said, I'm going to reinstall that.
15 He said, I want you to take pictures of that, too.
16 So I began to look at the other meters that --
17 outside of my own meter and he said, Yours is the
18 only one that's moving. He said, Now, this one is
19 pretty -- going fast, too. So there's maybe a couple
20 of us -- a couple of unit -- the resident's unit -- I
21 mean, we're going pretty fast. He said, But for your
22 meter, I'm going to put a new lock and stay right

1 here now. He said, Take another picture of this one.
2 I said, I was going to do that, sir. So he said, And
3 what you need to do after I'm completed, make sure
4 that you call back and request for another meter
5 reader to come out to see what the difference is. He
6 said, But be aware of your readings and I said, I
7 will. He said, Make sure. I said, Because you know
8 what, you're right, on those bars, it's fluctuating,
9 it's going -- he said, That's another -- it should
10 never be.

11 So the second time I called, I think
12 was around September. I addressed it back in August
13 for the second -- to the -- ComEd to have someone to
14 come out because I explained to them what was going
15 on, of course, they said that the guy didn't say it,
16 but I wasn't going to argue the issue because I knew
17 what he said to me and he was a very honest guy and
18 he said, This is -- this should never be and I asked
19 him, What his title? He said he was a senior tech.
20 I even have his name. I would his name down and he
21 said, This should never be.

22 So once again, the second time that I

1 called, I called to have -- which he had told me,
2 which I was going to do that -- I called to have him
3 come back out.

4 When the second guy came out, he
5 knocked on the door --

6 JUDGE JORGENSEN: And this is in September
7 of 2015?

8 MS. LINDA GORDON: This is September now. I
9 made the appointment for -- I made the appointment in
10 August for -- they had an appointment for us around
11 September if I have my notice here.

12 Yeah, the second time I called, it was
13 a young lady I spoke with. Her name was Arion
14 (phonetic) from ComEd and she was the one -- she's a
15 manager she said she he did not -- you know, she was
16 saying that -- totally different, which I don't
17 really -- you know, of course, you know, like the
18 only thing I felt they were trying to back the
19 company, to being honest with you. So I'm saying,
20 Ma'am, I'm not here to argue. She said, No. No.
21 No. No. She said, What I can do, I can have --
22 someone will come out and the -- second reading to

1 see what's -- you know, you could make another
2 appointment. I said, That's what I want, I said, But
3 once again, ma'am, I know that the pictures that I've
4 taken -- and I don't feel that this guy had no reason
5 to lie -- I'm right in front of him, so she took take
6 the information down. So at that time, she said,
7 We're going to have to call you back and she said,
8 Someone will be calling you back and at that time, I
9 knew my rights as a customer. You know, I said, I'm
10 just going by the chain of command, the second
11 thing -- you know, I'm trying to be fair, you know,
12 because with my evidence, I could have just went out
13 and dealt with an attorney. So then at that time, I
14 said, ma'am, I'm here to work with you guys. I said,
15 Now, I do want a second appointment -- a second guy
16 to come out. I said, Because this should never have
17 been. I said, First and foremost, any time a meter
18 is -- a meter seal, which is a seal, that was
19 unsealed, that's meter tampering. Someone had to
20 take that off, you know, and tampering I said, My
21 bills -- I mean, my bills were exceedingly high and,
22 you know, I'm like something was -- you know,

1 something was not right and when I showed it to your
2 guy -- one of my bills -- and he was telling that
3 shouldn't be and address it to the office and he
4 said, Miss Gordon, make sure you take the pictures
5 and I explained it all to her on the phone, she said,
6 Well, Miss Gordon, we're going send out another
7 person. She said, Thank you for, you know,
8 addressing this. She said, I'm going to send another
9 person out.

10 At that time, they did -- around
11 September now -- she sent another guy out. The guy
12 knocked -- I mean, he's a technician, not a senior
13 tech, just a regular tech. He came out, knocked on
14 the door and he said, Miss Gordon, I don't see no
15 activity. He said -- I said, Pardon me? What are
16 you talking about, sir? I said -- he said, Well,
17 we're going to make sure that -- he said, you said --
18 I was told that the meter was going fast and
19 whatever. He said, Now, I'm going to come back. He
20 said, Go back into your apartment and come back and
21 he said, I'll come back and knock on your door and he
22 did just that. He knocked on the door. He said,

1 Now, you can go back and see it's not going fast any
2 more.

3 So -- I wasn't really comfortable with
4 him -- some of the things he was saying. I can't
5 recall a lot of some of the things. It seemed, as
6 if, to me, he was trying to protect his company and
7 so I said, Sir, thank you, but I refused to let you
8 make me to believe that something is different
9 because I have my evidence. I know what's going on.
10 I've been in the building for 20 years. I have
11 neighbors that shared things with me and I said, What
12 prompted me to this was my neighbor was the one that
13 gave me the conversation -- minding my business,
14 going into my apartment, I had groceries in my hands
15 and he stopped me and he said, Have your bills --
16 your bill is pretty high. He said, My bill is pretty
17 high in here. I said, Pardon me? He said -- I said,
18 What are you saying, sir? He said, My bills have
19 been running pretty high. What is your bill
20 around -- in the monthly? And I said, Well, I
21 didn't, you know, really wanted (sic) to answer him
22 because I just felt that something wasn't right with

1 what he was trying to, you know, say to me and the
2 first thing I was saying, I said, So what are you
3 saying? So, he said to me, he said, Well -- I said,
4 Sir, I've been here for a while, I don't know what to
5 tell you. I said, if your bill is that -- if it's
6 300, that's pretty high. So he starts telling me
7 it's 300. So at that time, each day I would go --
8 when I come home, I would go to the meter room, I
9 will look at his meter, which is 2227, no activity.
10 His is going like very, very, very slow. Mine is
11 continued to go fast. After the second guy came out,
12 now, he comes back at the door and knocked on the
13 door and said, Miss Gordon, it's not moving fast any
14 more. After he had left what I didn't feel
15 comfortable with what he was telling me, so I said,
16 Okay. I said, Okay. Thank you so much. You have a
17 nice day.

18 So after he left, I went for maybe
19 about an hour. I went back, it's zooming, just going
20 back just like it was before. You know, so then at
21 that time -- I said enough is enough, let me call
22 Illinois Commerce and let them know and the young

1 lady her name is Mrs. Barb Lanford (phonetic). At
2 that time, Mrs. Lanford -- I addressed it with her
3 and she told me what to do and she said, When you can
4 set up for a hearing? I said, Yes, because this
5 needs to be addressed and I'm only trying to be fair
6 because it should not -- never happen. I'm -- I'm
7 not only looking for myself, I'm looking at -- for
8 other residents. We have elderly people in the
9 building and this could be going on because, like I
10 said, once this first guy came out when he had me to
11 look at my meter, which is my first and foremost
12 concern, I looked around at other meters and I did
13 see two other meters going fast even though on that
14 particular floor where I'm on, we have some
15 vacancies, but I do know that the meter flow should
16 be going at a rate which the first guy told me, the
17 senior tech, and then another thing he had told me --
18 and I kind of knew that -- my power box is inside my
19 apartment. It's inside the -- my closet in my
20 bathroom area and when you shut down all the power,
21 and the meter is still going on, I mean, the flow of
22 the -- it's still going, something is not right and

1 it was still going. The power was shut down and then
2 I happened to be out and I stopped to get a bite to
3 eat for lunch and I happened to run into one of the
4 ComEd -- it was -- he was a worker for ComEd, I don't
5 know if he was a manager, and I was asking him
6 questions and whatever and he told me some things --
7 the same thing like the guy that -- the senior tech,
8 he said, Miss, the only thing -- he said, No, he
9 said, If you shut down power -- that's what I asked
10 him -- I said, If you shut down power, should a
11 meter, sir, be running? He says, No, if it's shut
12 down, the meter flow would not be running.

13 Now, when I turn off everything in my
14 apartment, without the exception of the -- shut down,
15 it's going to still -- it's supposed to be moving at
16 a medium -- you know, at a disarate (sic). It's
17 still supposedly -- this is what he's telling me as
18 well, but I already knew that and the technician --
19 the first technician, the senior tech that came out,
20 he told me the same thing. He said, Now, go back in
21 your apartment. Turn off the -- the -- all the --
22 not the power. He said, Just turn off -- he said,

1 I'm going to show you, now, when you turn off things,
2 I did just that, it was still -- it was still going
3 fast. He said, Now, you look at the other meters and
4 I asked the neighbor of mine that live in the
5 building, he said, You're right, this shouldn't -- he
6 said, No, mine's not -- you know, average -- you
7 know, averages. I asked him what the average --
8 because I know the average use that I normally used,
9 you know what I'm saying, it's exceedingly high 200
10 and \$300 and off my limited funds that I had been off
11 because I was taking off work and then I had -- one
12 year, back in 2014, literally had to go apply by --
13 someone had referred me, I didn't know and she said,
14 Oh, yeah, they could -- I was kinda like, no, that's
15 for a person that really can't do really -- is
16 really, really can't financially afford their bill
17 and she says, No, you meet the guidelines because
18 after I retired, they was in the process of getting
19 my payments, my annuity back to where it should be
20 and at that time, I said, Well... She said, No, you
21 have the right. And I said, I don't want to nothing
22 that's -- she said, No. No. No. No. You go over

1 here and I recall it's over on LaSalle Street and
2 they had paid like \$600 because I was eligible for
3 that and that was back in 2014 and -- no, I retired
4 in 2013. So back in 2014, this is when they did that
5 and I'm looking at all the bills and I said, Thank
6 God I kept some of my bills that -- I showed the guy,
7 he said, No, that should never be, which is the
8 guy -- I'm saying the first technician and I showed
9 him a couple and he said, You see this, this should
10 never be. Something is not right. He said, That's
11 meter tampering and then the guy that I saw, the
12 couple, they said the same thing and I was in
13 Michigan recently and, you know, I'm like, I know,
14 you know whatever.

15 So to make a long story short, what I
16 did -- when I take when I took the pictures and the
17 second guy that came out, he did not -- after he
18 left, he had told me to go to the back into the meter
19 room and -- while he was there and whatever. He
20 said, I want you to come back and whatever, but I was
21 not comfortable with some of the things that he was
22 saying, once again, it seemed like he was trying to

1 protect the company, you know, whatever. I said,
2 Okay. You have a nice day. So I did go back on my
3 own about a hour, it's going haywires (sic), haywires
4 (sic), it's still going haywires (sic), it's going
5 (indicating). The speed limit -- the speed that it
6 was going, of course, the bills are going to go up,
7 you know --

8 JUDGE JORGENSEN: Did you ever have another
9 technician come out after that, after September?

10 MS. LINDA GORDON: After the second time?

11 JUDGE JORGENSEN: Mm-hmm.

12 MS. LINDA GORDON: No, ma'am. No, Judge, no.

13 JUDGE JORGENSEN: Did you ever request any sort
14 of testing for the meter?

15 MS. LINDA GORDON: Yeah. The second guy --
16 that's good that you asked that question. The second
17 guy that came out. He had tested -- he said Oh,
18 everything shows all right. I said, I find it hard
19 to believe. I said, Because any time a seal is
20 unsealed, that's -- first and another most, that's
21 unlawful and for my bill to be the way it had been
22 and I know -- I've been there for many years and the

1 small increases that they had given and I started
2 doing little tech -- changing things, I had a little
3 pattern going just to see, you know, I would come
4 in -- home, I would look at the meter. Before they
5 changed all of -- now all of the meters are new now
6 and they are accurate, they are going the way they
7 should be, you know, because any time -- once, again,
8 the meter is -- if you are in -- if you are away from
9 your home, if you leave something on, it should still
10 should have a meter flow.

11 And then at times when I would check
12 it after the second guy came out, it was going real
13 haywires (sic) and then -- I waited for, like, maybe
14 like about a week and then it would be at a
15 standstill. It wouldn't move at all. It wasn't
16 moving and then it just started back going haywire
17 and the guy -- I kept paying attention to my
18 neighbor's. His was like -- I would go -- when I
19 would go out to look at it, it seemed like his was
20 fine. Then when I would go -- as soon as I go in the
21 room to look at the -- his was 2227, his unit is 2227
22 and I'm hearing the voice inside, you know, he -- I'm

1 hearing someone inside, not trying to be -- invade no
2 one's privacy, but the units are so close, my unit is
3 close to his unit and I could hear a voice like he
4 was on the phone, but then his meter is going like at
5 a -- it's still going at a standstill because, I
6 mean, it's going the way it should be going.

7 JUDGE JORGENSEN: All right. So if I
8 understand, do you still have that same meter on
9 your --

10 MS. LINDA GORDON: No, ma'am, no Judge.

11 JUDGE JORGENSEN: Okay.

12 MS. LINDA GORDON: No. They had changed --
13 that's ironic that you asked that question. They had
14 sent me out a letter -- all the residents a letter of
15 new meters being installed. So they changed -- I
16 haven't went -- because I went on other floors and
17 there's another -- and I'm glad you asked that
18 question -- because when they -- brought up that
19 question, sorry -- they sent letters out and I asked
20 neighbors of mine to see if they got letters, they
21 said they're going to change the meters, but what I
22 did, I looked at my meter room and it's -- it's been

1 changed; but before they changed them, I went on the
2 floors of my -- some of my neighbors and I'm seeing
3 just a few, I'm just checking certain things and I'm
4 seeing -- like I told my neighbor, I said -- she
5 showed me her bills and we compare bills --

6 JUDGE JORGENSEN: When did they change your
7 meter?

8 MS. LINDA GORDON: I'd say about -- this is
9 July -- they must have changed it about
10 three months -- three or four months ago, somewhere
11 around there. Somewhere around -- because this is
12 July, May, April, June, July. They changed around
13 April, March I think it was. March -- between March
14 and April I think it was because a few of my
15 neighbors said they had the same problem and they had
16 to address it and, you know, ComEd had taken care --
17 you know, and one of my neighbors, that -- I could
18 easily use for a witness, she was telling me things
19 to do and I already knew what to do and whatever and
20 she said, Linda, I'm glad you address it. She said,
21 I had the same problem, but she had her's resolved.
22 She said, That should never be. You are in a

1 condominium, you're in a complex that could happen.

2 JUDGE JORGENSEN: Okay. So in your complaint,
3 it mentions that you've been disconnected and you
4 want them to reconnect the service without payment or
5 deposit?

6 MS. LINDA GORDON: No. In that -- what it
7 was -- in the statement I was saying that, I was not
8 responsible for that usage. Mr. -- I can't think of
9 his name he's back there now. Perez, the gentleman
10 right here, what is your last name?

11 MR. AARON JIMINEZ: Jiminez.

12 MS. LINDA GORDON: Jiminez. He called me. I
13 forgot to say that part. He called me and wanted to
14 work out something. This is about three months --
15 three months ago. He said he was going to call me
16 back. Of course, I wanted to be a very abreast on
17 who was calling me because I get all kinds of calls,
18 so I asked him what was his title and where he was
19 from, so he gave me that information. He didn't call
20 back. He said, Well, we can try to resolve this, but
21 he waited, he didn't call back until maybe like about
22 April. I was visiting my sister in Michigan. So

1 when he called back again, on the -- on the caller ID
2 it came up Exelon -- Exelon Company -- Energy --
3 Energy Company, I would imagine --

4 JUDGE JORGENSEN: Mm-hmm.

5 MS. LINDA GORDON: -- so he said, Miss Gordon,
6 he addressed his name -- told me his name and I said,
7 Thank you for trying to resolve this matter. I said,
8 But to be honest with you, I have paid a lot and what
9 I had to go through, I never should have gone
10 through. So he said -- I said, Outside of the bill
11 that they wanted to pay out, which is -- came to over
12 \$2,000 -- and I said, Sir, to be honest with you, I
13 said, I called in 2015. I said, This had been going
14 on, not saying -- and I am still at a loss -- not
15 saying that -- I want to be fair, but I want you guys
16 to be fair with me. That should never have been.

17 JUDGE JORGENSEN: Okay. So just so I'm trying
18 to get a picture of what's going on --

19 MS. LINDA GORDON: Okay.

20 JUDGE JORGENSEN: -- okay?

21 So you had them come out in August
22 2015 --

1 MS. LINDA GORDON: Yes.

2 JUDGE JORGENSEN: Although you think your meter
3 had been acting up prior to that?

4 MS. LINDA GORDON: Yes, it has. Yes, Judge.

5 JUDGE JORGENSEN: Okay. And have you been
6 paying your bills at all? When did you --

7 MS. LINDA GORDON: I was paying them until I
8 got so disturbed by it and I'm saying No, I didn't --
9 I said, I'm not going to pay something that I'm not
10 responsible for. So back last year, 2015, I think
11 that's when I made my -- I just stopped paying.

12 JUDGE JORGENSEN: When did you stop paying your
13 bills?

14 MS. LINDA GORDON: I think it had to be last
15 year. Last year around -- I was even put on a
16 plan -- a payment plan at times even before that and
17 I'm like, I've never had a problem with that --
18 having been put on a payment plan, but it was
19 exhausting my funds.

20 JUDGE JORGENSEN: You don't know when you
21 stopped paying your bill?

22 MS. LINDA GORDON: It had to be around about

1 last year at that time, around the first month of
2 January maybe, around January or February I think it
3 was.

4 JUDGE JORGENSEN: Okay. So before you had them
5 come out to test the meter in August?

6 MS. LINDA GORDON: No. When they came and
7 checked it, I did make -- I think I made my last
8 payment. I don't know exactly the date. I don't
9 have it wrote (sic) down here, but when I had them
10 come out, it was in -- it was in -- it was in 2015.
11 I have them to come out in August, so it was probably
12 around -- somewhere around that time or maybe a month
13 before that, but it was in -- last year because
14 when -- I had them to come out, I had them to come
15 out in August -- probably a couple months before
16 that, a month before maybe, somewhere around there,
17 and I had addressed it to the -- one of the managers
18 I told on the phone, I don't have a problem. It's
19 not right to me. I said, We have to get this
20 resolved because I refuse to pay -- pay -- I'm not
21 responsible and then that's when she told me that
22 they were going to get back and then Mr. -- his name

1 is so hard to pronounce --

2 JUDGE JORGENSEN: Jiminez.

3 MS. LINDA GORDON: -- Jiminez had called.

4 JUDGE JORGENSEN: Okay. And so what is the

5 resolution you want from the Commission?

6 MS. LINDA GORDON: Judge, my resolution is what

7 I said at the first hearing and I think it's only

8 been fair. I could go for more than this, what

9 happened. I can't look back. I mean, I know I won't

10 be able to recover a lot of my loss, at least some to

11 be fair and as I told the attorneys when you stepped

12 out at the first hearing to give us time to resolve

13 this and come up with a resolution --

14 JUDGE JORGENSEN: Yeah, that's off --

15 MS. LINDA GORDON: -- I came up with a

16 hypothetical number.

17 JUDGE JORGENSEN: That's off the record, the

18 settlement.

19 MS. LINDA GORDON: Right. And I told them that

20 they -- they were willing to -- I said, That's fine,

21 but you have to look at the years that I've been

22 paying exceedingly high. So to cover that up,

1 just -- I just gave a number. I said \$2,000 or even
2 a credit. It doesn't have to be the money, a credit.

3 JUDGE JORGENSEN: Well, I can't make up a
4 number for you, so I need some sort of --

5 MS. LINDA GORDON: I said \$2,000 and the past
6 due balance and not taken out my credit that was
7 given to me for the place -- the place that I went to
8 about a couple months ago to get help for my light
9 bill and I noticed on my light bill, that the
10 statement this month that I just go about three days
11 ago, they had taken the credit. I want that to be
12 restored back to me, the \$750, not taken out, pay
13 the whole bill amount and \$2,000 will be my
14 resolution.

15 JUDGE JORGENSEN: Okay. I need more specifics
16 on that. So you want what -- what is this credit?
17 You had 700 --

18 MS. LINDA GORDON: The whole --

19 JUDGE JORGENSEN: -- the whole balance, what is
20 that balance?

21 MS. LINDA GORDON: The balance should be
22 over -- it's like 1,700 now, that's what it says, but

1 it was at 24 and why is it at 24? Because -- 17
2 because they taken my credit that I was given for
3 750. I want that back restored into the account and
4 just pay the full amount and \$2,000 would be the
5 resolution to resolve all this, Judge.

6 JUDGE JORGENSEN: So you want them to -- you
7 want to not owe the current balance --

8 MS. LINDA GORDON: Absolutely.

9 JUDGE JORGENSEN: -- and you want --

10 MS. LINDA GORDON: What they --

11 JUDGE JORGENSEN: -- a credit of 750 as well as
12 a credit of \$2,000?

13 MS. LINDA GORDON: No. Amount for \$2,000.

14 JUDGE JORGENSEN: An amount --

15 MS. LINDA GORDON: No, I'm saying -- I'm saying
16 to restore the 750 that I was given --

17 JUDGE JORGENSEN: Who were you given the 750
18 by?

19 MS. LINDA GORDON: You know when you go to
20 these hardship programs.

21 JUDGE JORGENSEN: LIHEAP?

22 MS. LINDA GORDON: LIHEAP, you got it right,

1 that's it and they gave me 750, but ComEd has been
2 taking that and applying it towards the balance.

3 JUDGE JORGENSEN: To pay your electric bill?

4 MS. LINDA GORDON: Absolutely. So I wanted
5 that back restored because by right, that's only fair
6 to me, and the amount that they want to was -- I
7 mean, to agree to pay the outstanding balance and the
8 \$2,000, which would cover me for the past years that
9 I was exceedingly high -- been paid high -- I mean,
10 overly paid and it wouldn't cover it, ma'am, Judge,
11 it wouldn't cover it -- I'm going to be at a loss,
12 but I'm only being fair. I just gave that number --
13 amount. I gave that amount -- because I could easily
14 say more than that. It's been going on for a while.

15 JUDGE JORGENSEN: All right. Just so --
16 again --

17 MS. LINDA GORDON: Yes, Judge.

18 JUDGE JORGENSEN: -- you want whatever you
19 currently owe --

20 MS. LINDA GORDON: Yes, Judge.

21 JUDGE JORGENSEN: -- zeroed out essentially --

22 MS. LINDA GORDON: Yes, zeroed out, yes, Judge.

1 JUDGE JORGENSEN: -- which is either 1,700 or
2 2,400 or something --

3 MS. LINDA GORDON: That's correct, Judge.

4 JUDGE JORGENSEN: -- you don't have the
5 amounts? Do you have any bills with you or amounts
6 or no?

7 MS. LINDA GORDON: Yeah. Which ones do you
8 want? The latest one?

9 JUDGE JORGENSEN: Whatever you want to enter as
10 proof of what you owe --

11 MS. LINDA GORDON: Right. Okay.

12 JUDGE JORGENSEN: -- and what you want --

13 MS. LINDA GORDON: Okay. That's fine.

14 JUDGE JORGENSEN: -- an actual amount because I
15 need amounts.

16 MS. LINDA GORDON: That's fine.

17 This is the one that's current, this
18 came to me and you can see in the bottom of that,
19 it's little writing they show on the back.

20 JUDGE JORGENSEN: These are bills that you
21 essentially want to enter as part of the record?

22 MS. LINDA GORDON: Right. Mm-hmm.

1 JUDGE JORGENSEN: Okay. I'm going to briefly
2 step out and make five copies.

3 (Break taken.)

4 MS. LINDA GORDON: I'm sorry, that was the
5 latest.

6 JUDGE JORGENSEN: This is another document?

7 MS. LINDA GORDON: That's the latest.

8 JUDGE JORGENSEN: Any further bills you intend
9 today?

10 MS. LINDA GORDON: That's it. That should
11 cover it. I have more bills but those are the ones
12 that's the full amount.

13 (Break taken.)

14 JUDGE JORGENSEN: We briefly went off the
15 record to make some copies of some bills that
16 Miss Gordon would like to enter into evidence.

17 Can you please bring those up and
18 we'll just -- the copies that you want to enter.

19 MS. LINDA GORDON: Tendering.

20 JUDGE JORGENSEN: They seemed to be three
21 separate bills. We'll go through these one at a
22 time.

1 We'll begin with the first -- it looks
2 like the earliest date to bill, I'm looking at what
3 she's given me, is a ComEd bill for Miss Gordon at
4 Unit 2226, 300 North State Street. It says, Service
5 from 2/8/16 through 3/7/16. I'm going to mark this
6 as Complainant's Exhibit 1.

7 (Whereupon, Complainant's
8 Exhibit No. 1 was
9 marked for identification.)

10 MS. LINDA GORDON: Judge, I have a question.

11 JUDGE JORGENSEN: Yes.

12 MS. LINDA GORDON: You know what, I have bills
13 for 2015 and '16. I mean, the ones I gave you was
14 the most recent ones, but I do have the ones for the
15 2015.

16 JUDGE JORGENSEN: Year?

17 MS. LINDA GORDON: Pardon me? Yeah, I have the
18 ones -- I also have the ones, if you needed them, you
19 know, for the 2015, some of the old ones.

20 JUDGE JORGENSEN: That's up to you what you
21 would like to prove your claim that you were being
22 overcharged.

1 MS. LINDA GORDON: Yeah, I think I should,
2 yeah, I really do think I should those ones also
3 because those are the ones for 2016. I didn't give
4 you any for 2015, I think that's really important as
5 well.

6 JUDGE JORGENSEN: Okay.

7 MS. LINDA GORDON: I'm sorry, I should have
8 just...

9 JUDGE JORGENSEN: While you're looking through
10 your bills I'm going to mark for identification as
11 Complainant's Exhibit -- this is one is not
12 stamped -- oh, yes, it is -- I'm going to mark as
13 Complainant's -- for identification as Complainant's
14 Exhibit 2, the bill that is dated -- a ComEd bill for
15 Miss Gordon for 300 North State Street address, Unit
16 2226, and this is service from 4/6/16 through 5/3/16
17 it will be Complainant's Exhibit 2.

18 (Whereupon, Complainant's
19 Exhibit No. 2 was
20 marked for identification.)

21 JUDGE JORGENSEN: And for identification, I'm
22 going to mark this ComEd bill for Miss Gordon at

1 300 North State Street, Unit 2226, which has a --
2 service from 6/2/16 through 7/1/16. This will be
3 marked for identification as Complainant's Exhibit 3.

4 (Whereupon, Complainant's
5 Exhibit No. 3 was
6 marked for identification.)

7 JUDGE JORGENSEN: Your bills?

8 MS. LINDA GORDON: Yes. Yes. Thank you.

9 JUDGE JORGENSEN: I will be stepping out again
10 to make some more copies.

11 (Break taken.)

12 JUDGE JORGENSEN: The copier is not working, so
13 there are two bills and will not be part of the
14 record, they will not be entered into the record.
15 These are the ones I was able to make copies of.

16 Unless there are objections, to save
17 time, I'm going to mark this stack as one exhibit.

18 MS. GRAHAM: No objection to that, your Honor.

19 (Whereupon, Complainant's
20 Exhibit No. 4 was
21 marked for identification.)

22 JUDGE JORGENSEN: Okay. I've marked for

1 identification Complainant's Exhibit 4. Exhibit 4 is
2 a stack of bills. The bill on top is a bill from
3 ComEd to Linda Gordon, Unit 2226 at 300 North State
4 Street. It states service 3/9/15 to 4/8/15. This
5 Exhibit consists of bills from various dates and is
6 13 pages, which are 13 hard copy pages, but they are
7 put -- there's printing on both sides.

8 All right. Miss Gordon, do you intend
9 to submit these as exhibits?

10 MS. LINDA GORDON: Yes, ma'am. Yes, Judge.

11 JUDGE JORGENSEN: Okay. I've marked them for
12 identification.

13 Are there any objections?

14 MS. GRAHAM: Yes, Judge. To the extent that
15 these documents are business records of ComEd, there
16 is no objection. The documents speak for themselves.
17 However, I will point out that there's some
18 handwritten notes on some of the exhibits. By way of
19 example, Exhibit No. 1 has handwriting on it. There
20 is no foundation for any of those comments and so we
21 would object to that being taken into account. It is
22 also hearsay. So we object to the handwritten notes.

1 JUDGE JORGENSEN: Are these all of your -- is
2 this all of your handwriting?

3 MS. LINDA GORDON: Yes, Judge.

4 JUDGE JORGENSEN: Okay. This is all of your
5 handwriting and, therefore, I'm just going to
6 overrule the objection and I will allow the
7 handwriting in for what it is.

8 Okay. Miss Gordon, your bills will
9 be -- Complainant's Exhibits 1, 2, 3 and 4 will be
10 admitted into the record.

11 (Whereupon, Complainant's
12 Exhibit Nos. 1 through 4 were
13 admitted into evidence.)

14 JUDGE JORGENSEN: Can you please tell me what
15 these exhibits purport to show? How they support
16 your claim?

17 MS. LINDA GORDON: Yes. The bills itself?

18 JUDGE JORGENSEN: Yes.

19 MS. LINDA GORDON: Because those are the ones I
20 had -- happened to keep for some reason, you know,
21 because I normally -- when I pay a bill, I get rid of
22 it. So ironically, I just had those in my files and

1 I was going over them and when I went to go over them
2 when the first guy came out, Mr. Barrette (phonetic),
3 you know, I showed him, he wanted me to -- you know,
4 she wanted me to show him a bill that he would show
5 me the fluctuation of the meter bars that's on the
6 bills. So once again, I happened to keep them and
7 that's showing that those particular months that I
8 was billed for, I know that I did not use that --
9 that type of electricity because half the time I
10 wasn't even -- too much even on.

11 And another thing, Judge, is to show
12 the -- also I wanted to include them -- just to show
13 the -- once again, the difference at the fluctuation
14 of the months from my bills that I was -- I mean, the
15 time that I was billed for those -- those periods and
16 the meter -- I think it's called the -- yeah, it
17 shows -- yeah, the center of it, it showed the bars
18 and it showed you the guy -- the tech -- the senior
19 tech tried to explain to me and I knew exactly what
20 he was trying to tell me. He was saying that should
21 never be. He told me to keep an eye on it and it was
22 good that I kept the bills to show that -- the way it

1 was fluctuating from the bars, that would show the
2 usage and he said, That's a way of saying that was
3 another way of saying something was going on. That
4 was not -- you know, that was unlawful.

5 JUDGE JORGENSEN: Okay. Is there anything
6 further you would like to enter into the evidence?

7 MS. LINDA GORDON: Mainly, I just have the
8 photos that were taken of the meters and the -- that
9 was the most and foremost important and the bills
10 that --

11 JUDGE JORGENSEN: You still need to enter those
12 into evidence? We have not done that yet.

13 MS. LINDA GORDON: Yeah, I want to enter that
14 all the pictures here of the evidence of the photos
15 that were taken of the meters.

16 JUDGE JORGENSEN: Okay. Will you please bring
17 me -- provide a copy of what you would like to enter
18 into evidence to them and bring me --

19 MS. LINDA GORDON: Actually all of them.

20 JUDGE JORGENSEN: There should be five copies.

21 MS. LINDA GORDON: Yeah, I have five as you
22 told me.

1 JUDGE JORGENSEN: Give one copy to her and
2 bring the other four up here.

3 (Whereupon, Complainant's
4 Exhibit Nos. 5 through 9 were
5 marked for identification.)

6 JUDGE JORGENSEN: All right. I've marked for
7 identification copies of photographs Exhibits 5, 6,
8 7, 8 and 9.

9 Would you please tell us what these
10 photographs are.

11 MS. LINDA GORDON: They're photographs are
12 photos that were taken in August of 2015 of the
13 meters -- the meter that was unsealed and unlocked
14 and then the technician -- the first technician,
15 senior tech -- had me to take those pictures and I've
16 taken the pictures. All of them were taken on the
17 first visit.

18 JUDGE JORGENSEN: Okay. So you took these
19 pictures yourself?

20 MS. LINDA GORDON: Yes. Yes, I did.

21 JUDGE JORGENSEN: And it was August 2015?

22 MS. LINDA GORDON: Yes, Judge.

1 JUDGE JORGENSEN: Whatever date of the month
2 the technician came out?

3 MS. LINDA GORDON: Yes, Judge.

4 JUDGE JORGENSEN: Do the pictures fairly and
5 accurately represent the meter and it was on that
6 date?

7 MS. LINDA GORDON: Yes, Judge. Yes.

8 JUDGE JORGENSEN: Is there any objection to
9 admitting these photos?

10 MS. GRAHAM: No objection.

11 JUDGE JORGENSEN: All right. Complainant's
12 Exhibit 5 through 9 will be admitted.

13 (Whereupon, Complainant's
14 Exhibit Nos. 5 through 9 were
15 admitted into evidence.)

16 JUDGE JORGENSEN: Anything further you would
17 like to state?

18 MS. LINDA GORDON: No, that's about pretty much
19 what, you know, of what you asked me earlier about
20 the resolution and I've told you that.

21 JUDGE JORGENSEN: Okay. And you say you want
22 to not owe whatever your current balance is?

1 MS. LINDA GORDON: Right. The outstanding
2 balance.

3 JUDGE JORGENSEN: And you want a credit for
4 \$750 --

5 MS. LINDA GORDON: 750 and \$2,000 for what I've
6 gone through.

7 JUDGE JORGENSEN: -- \$2,000 --

8 MS. LINDA GORDON: Right.

9 JUDGE JORGENSEN: -- on top of that noncredit
10 but a payment?

11 MS. LINDA GORDON: For a payment --

12 JUDGE JORGENSEN: I see.

13 MS. LINDA GORDON: -- to cover for anything
14 that was out, you know --

15 JUDGE JORGENSEN: But do you but you don't have
16 any basis for that amount, the \$2,000?

17 MS. LINDA GORDON: What would I want that for?

18 JUDGE JORGENSEN: How did you come up with that
19 amount of money?

20 MS. LINDA GORDON: The reason why, Judge, as I
21 told you earlier, is that back in 2013 -- I know it's
22 been going on, it's just I didn't take the time and

1 what brought it out even more was my neighbor had
2 came out and he was telling me about, you know, that
3 his bills -- I mean, his -- you know, he was asking
4 me questions and I felt very -- that really brought
5 me into calling and seeing what was going on, just
6 things I wasn't taking care of because I had so much
7 on my plate back in the past and that even brought it
8 up even more to --

9 JUDGE JORGENSEN: So you think you've been
10 overcharged and --

11 MS. LINDA GORDON: Yes.

12 JUDGE JORGENSEN: -- you're estimating that the
13 \$2,000 would cover your overcharges?

14 MS. LINDA GORDON: Right. It wouldn't really
15 cover it, but just being fair, you know, to cover
16 some -- some of it. I've been more than fair.

17 JUDGE JORGENSEN: Okay. I'm going to allow
18 Miss Graham to cross-examine you and ask you
19 questions now.

20 MS. GRAHAM: No questions, Judge.

21 JUDGE JORGENSEN: Okay. Okay. I have no
22 further questions for you. If you have nothing

1 further you would like to state, I'm going to turn
2 the floor over to ComEd and they will present their
3 case.

4 MS. LINDA GORDON: Okay. Sure.

5 MS. GRAHAM: Okay, Judge, I'd like to call our
6 first witness. This is Miss Erica Rios.

7 JUDGE JORGENSEN: All right. Miss Rios, please
8 raise your right hand.

9 (Witness sworn.)

10 JUDGE JORGENSEN: All right. Miss Rios, I am
11 going to have you come up here to the stand, please.

12 ERICA RIOS,
13 called as a witness herein, having been first duly
14 sworn, was examined and testified as follows:

15 DIRECT EXAMINATION

16 BY

17 MS. GRAHAM:

18 Q Miss Rios, could you please spell your name
19 for the record.

20 A My first name is Erica, E-r-i-c-a, last
21 name is Rios, R-i-o-s.

22 Q And what is your job title at ComEd?

1 A Currently my job titled is a senior
2 supervisor in our Care Center.

3 Q Could you please generally describe your
4 duties and responsibilities?

5 A I'm responsible for direct supervision of
6 our Customer Service representatives, approximately
7 25 of them, and dealing with customers on a daily
8 basis in regards to any issues they may call the Care
9 Center with.

10 Q And you were asked to review Miss Gordon's
11 account and formal complaint in preparation for
12 today's hearing; correct?

13 A Yes.

14 Q Okay. Now, I'm going to hand you some
15 documents.

16 MS. GRAHAM: Judge, may I approach?

17 JUDGE JORGENSEN: Yes.

18 BY MS. GRAHAM:

19 Q I'm going to hand you what has been marked
20 as ComEd Exhibit No. 1.

21 Can you please describe what that is?

22 A This is an Activity Statement for

1 Miss Linda Gordon at 300 North State Street,
2 Apartment 2226 in Chicago, Illinois, 60654.

3 Q And what's the date on that Activity
4 Statement?

5 A The date it was printed was July 5th, 2016.

6 Q And what time period does it cover?

7 A From July 2nd, 2014 until current, July 1st
8 of 2016.

9 Q And is this a business record kept in the
10 ordinary course of business at ComEd that you have
11 access to as part of your job?

12 A Yes.

13 Q What is the current balance on the account?

14 A Currently there is no balance on the
15 account. There is \$243.29 credit.

16 Q Okay. So if you turn to Page 3 of that
17 exhibit, there are a series of charges, some credits,
18 et cetera, that have happened near the end there.

19 Could you please explain that for the
20 record?

21 A Okay. So on Page 3 in this -- where it
22 states -- I'll go under April 6th of 2016 where it

1 says, The regular bill. Her total amount of the bill
2 at that time was \$2,246.43.

3 She then received another bill which
4 will be in line item May 3rd of 2016. So her total
5 amount at that date was \$2,340.42.

6 On April 4th of 2016, Miss Gordon went
7 on a payment agreement and the total amount in the
8 payment agreement is \$1,965.42. The reason it is
9 less than the May 3rd date is there was a \$375 deposit
10 that was canceled and that is -- if you want to look
11 up on Page 3 where it says, March 7th, deposit
12 canceled, 125; bottom of Page 2 of February 8th,
13 2016, canceled deposit and January 7th, 2016,
14 canceled deposit. Those were three amounts and 125
15 which equals the 375. So the total amount that she
16 went on her payment agreement for \$1,965.42.

17 On May 25th she received what we call
18 a ComEd residential hard -- special hardship in the
19 amount of \$750. So it has her two bills, her
20 June 2nd bill and her February 1st bill has
21 subtracted from that \$750 and that leaves her her
22 credit remaining at the moment of 243.29.

1 Q So you said she has a credit of 243.29, but
2 that's not really -- it doesn't sound like from what
3 you said what is actually owed since there's this
4 payment agreement; is that correct?

5 A Correct.

6 Q What is the payment history on this
7 account, in general?

8 A In general, it's very sporadic. There
9 hasn't been any payments since approximately August
10 of 2015 and prior to that, it was sporadic as well.

11 Q Okay. And who was Miss Gordon's supplier
12 from it looks like roughly July of 2015, through
13 August of 2015?

14 A She had a residential supplier of
15 Constellation Energy Services.

16 Q I'm going to hand you what has been marked
17 as ComEd Exhibit No. 2.

18 Can you please describe what this is
19 for the record?

20 A For the record, this is a meter reading
21 history for Meter No. 272061977.

22 Q And what time period does this document

1 cover?

2 A From June of 2014 until July of 2016.

3 Q Looking at that document, can you tell how

4 many meter readings are estimated reads?

5 A Zero.

6 Q If you look at the date of April 12th,

7 2016, it looks like the meter was exchanged; is that

8 correct?

9 A That is correct.

10 Q And is there currently a smart meter at the

11 residence?

12 A That is correct.

13 Q Based on your review of the account billing

14 history and the meter reading history, is there any

15 errors in the billing of this customer?

16 A No.

17 Q Do you have anything further to add?

18 A No, do not.

19 MS. GRAHAM: I have no further questions,

20 Judge.

21 JUDGE JORGENSEN: Would you like to move these

22 into evidence?

1 MS. GRAHAM: I would like to move Exhibit No. 1
2 and Exhibit No. 2 into evidence.

3 JUDGE JORGENSEN: Any objections, Miss Gordon?

4 MS. LINDA GORDON: No, Judge.

5 JUDGE JORGENSEN: Okay. ComEd Exhibits 1 and 2
6 will be admitted.

7 (Whereupon, ComEd
8 Exhibit Nos. 1 and 2 were
9 admitted into evidence.)

10 JUDGE JORGENSEN: Miss Gordon, do you have any
11 questions for Miss Rios?

12 MS. LINDA GORDON: No, not at this time.

13 JUDGE JORGENSEN: Okay. I have no questions
14 for you. You may be excused.

15 THE WITNESS: Thank you.

16 JUDGE JORGENSEN: Okay.

17 MS. GRAHAM: We would like to call our next
18 witness, Mr. Ignacio Terrazas.

19 JUDGE JORGENSEN: Mr. Terrazas, please raise
20 your right hand.

21 (Witness sworn.)

22 JUDGE JORGENSEN: You may proceed.

1 IGNACIO TERRAZAS,
2 called as a witness herein, having been first duly
3 sworn, was examined and testified as follows:
4 DIRECT EXAMINATION
5 BY
6 MS. GRAHAM:
7 Q Can you please state your name for the
8 record and spell it, please.
9 A First name Ignacio, last name Terrazas,
10 I-g-n-a-c-i-o, last name is T-e-r-r-a-z-a-s.
11 Q And what is your title at ComEd?
12 A I'm a senior supervisor for our Field and
13 Meter Service Department.
14 Q How long have you held this position?
15 A Two years.
16 Q And how long have you worked for ComEd?
17 A 15 years.
18 MS. GRAHAM: Judge, may I approach the witness?
19 JUDGE JORGENSEN: Yes.
20 BY MS. GRAHAM:
21 Q I'm going to hand you what has been marked
22 as ComEd Group Exhibit 3.

1 Can you please tell us whether you
2 recognize this exhibit?

3 A Yes, I do recognize it.

4 Q Is this a company record kept in the
5 ordinary course of business at ComEd which you have
6 access to as part of your job?

7 A Yes.

8 Q Can you please explain what this exhibit
9 is? Let's start with Page No. 1 of Group Exhibit 3.
10 Can you please explain what that is?

11 A Sure. This is the Completion Comments for
12 the meter test that was conducted for Miss Gordon.

13 Q Can you tell me what date this test was
14 performed?

15 A The completion time was August 28th.

16 Q Where do you see that on the document?
17 Could you point that out for the record, please.

18 A Sure. It's towards the very top
19 underneath -- or right next to where it says Field
20 Meter Order.

21 Q And what were the results of this meter
22 test?

1 A The first test that was conducted was
2 conducted at an accuracy level of 100 percent --
3 100.25 percent and the second meter test that was
4 conducted on the meter was at 99.93 percent accurate.

5 Q And is this within the limits established
6 by the Illinois Commerce Commission?

7 A Yes.

8 Q So was the meter functioning properly based
9 on this test?

10 A Yes.

11 Q If you look towards the bottom of the
12 document, there's a completion comment section.
13 Could you please read what that says for the record?

14 A It says, Found no tampering or foreign
15 load. Completed order.

16 Q Can you please explain what that comment
17 means?

18 A Sure. Found no tampering. For a high bill
19 complaint or tampering acquisition, the tech does
20 initial vision inspection of the meter fitting to see
21 if there's any up legal taps or if somebody has
22 tapped into her line some how which takes out use of

1 her electricity. Also to see if there's any
2 tampering with the actual meter and the mechanical
3 devices inside the meter. The tech completed that
4 and was -- found that there was no tampering to
5 either the internal components of the meter fitting
6 as well as the actual meter.

7 Q So the seal, if it was broken, would that
8 necessarily mean that there's tampering with the
9 meter?

10 A Yes.

11 Q Yes, there would be tampering if the seal
12 was broken?

13 A Yes.

14 Q But in this case?

15 A Oh, I'm sorry, the actual meter seal?

16 Q Yes. Does it --

17 A No --

18 Q -- necessarily mean --

19 A -- it does not.

20 Q -- tampering --

21 A No.

22 Q -- has messed with -- excuse me, tampered

1 with?

2 A No, it does not mean that.

3 Q Okay. So again, looking at this document,
4 the person who went out there made this note, Found
5 no tampering?

6 A Correct.

7 Q Let's turn to Page 2 of ComEd Group Exhibit
8 No. 3.

9 Can you please explain what this is?

10 A The second sheet here, it basically breaks
11 down the actual meter test. It breaks it down into
12 different categories of the usage as far as whether
13 it's single phase service, the size of meter, it has
14 the kilowatt reading on there as well.

15 Q Okay. And what is the date of -- that this
16 document was created, can you tell that from looking
17 at the document?

18 A It was created on August 14th, 2015.

19 Q And then there's -- next to that it says,
20 Dispatch Time and En Route Time and On Site Time.
21 Can you please say what those are and what that
22 means?

1 A Sure. It -- so, basically, this particular
2 order was assigned to the tech on August 28th of
3 2015. The en route time is when the tech actually
4 obtained it and was actually en route to the
5 customer's unit and that was on August 28th, 2015, at
6 12:02 p.m.

7 Q I'd like to draw your attention to the
8 portion of the exhibit that says, Issuance Comments.
9 Could you please read what those comments are and
10 what that means?

11 A Sure. Linda M. Gordon at (312) 399-5560,
12 customer requires meter test. Mr. Web scheduled for
13 August 28th, 2015. Customer wants to be present for
14 meter test.

15 Q And then drawing your attention to what
16 looks like it says, Completion Comments. Could you
17 please what that says and what that means for the
18 record?

19 A Sure. Found no tampering or foreign load
20 completed order.

21 Q Can you please explain that?

22 A Sure. For -- once again, for the high bill

1 request, we look for any tampering. So there was no
2 tampering. Again, they conduct visual inspections of
3 the meter fitting as well as the actual meter and
4 there was no tampering found.

5 Q And what does it mean that there's no
6 foreign load?

7 A No foreign load means that there's --
8 nobody else tapped into her line that we can visually
9 see. However, there might be some -- maybe some
10 wiring issues within the building that is not ComEd's
11 responsibility, but based off of the information that
12 we see and that we test for, there was no foreign
13 load.

14 Q Okay. And I'd like to draw your attention
15 now to Page 3 of ComEd Group Exhibit No. 3. Could
16 you please explain what this is for the record?

17 A Yes. This is the completion order --
18 Completion Data Report for the first meter test.

19 Q Okay. Can you please explain what the date
20 is and what the Issuance Comments and Completion
21 Comments are for this order?

22 A Sure. The date of creation was July 14th,

1 2015 and the Issuance Comments state, Per customer,
2 disagrees with previous high bill reread from
3 previous results on 5/6. She would like to meet with
4 the tech to go over the actual reading this time
5 around, Linda M. Gordon (312) 399-5560.

6 Q And what are the Completion Comments?

7 A The completion Comments state, Verified
8 meter No. 2 order. Found meter seal broken.
9 Resealed the meter. Spoke with customer. Took
10 readings. No sign of tampering.

11 Q Can you please explain what those
12 Completion Comments mean?

13 A Sure. The tech arrived at the location,
14 visually saw that the meter seal was broken. The
15 tech resealed the meter, spoke with the customer.
16 The last input was no signs of tampering. He came to
17 that conclusion by conducting a visual inspection of
18 the internal components of the meter fitting as well
19 as the meter.

20 Q Okay. And just to recap what your title is
21 at ComEd, I don't know that you went over your duties
22 and responsibilities.

1 How are you familiar with these
2 records based on your experience at ComEd?

3 A I supervise a group of 65 energy
4 technicians, both senior and ETs -- energy
5 technicians -- and basically I am responsible for the
6 every day functionalities and review of particular
7 accounts, high bill complaints, we field new business
8 orders and various requests from other organizations.

9 Q Is there anything else you would like to
10 point out looking at ComEd Group Exhibit No. 3?

11 A No.

12 MS. GRAHAM: No further questions. We'd like
13 to move Exhibit No. 3 into evidence?

14 JUDGE JORGENSEN: Any objections, Miss Gordon?

15 MS. LINDA GORDON: No.

16 JUDGE JORGENSEN: All right. Group Exhibit --
17 ComEd Group Exhibit No. 3 will be admitted.

18 (Whereupon, ComEd
19 Group Exhibit No. 3 was
20 admitted into evidence.)

21 JUDGE JORGENSEN: Do you have any questions for
22 this witness, Miss Gordon?

1 MS. LINDA GORDON: No, I don't have any.

2 EXAMINATION

3 BY

4 JUDGE JORGENSEN:

5 Q Mr. Terrazas, did I say that right?

6 A Yes.

7 Q Have you done meter testing yourself?

8 A Yes.

9 Q And you've been out in the field and done
10 tests -- standard tests and filled out these forms?

11 A The forms are not filled out by myself,
12 they are filled out by my employees. I do partake in
13 several high bill complaints and foreign load tests
14 as well.

15 MS. LINDA GORDON: Judge, I'm sorry. I do have
16 one.

17 CROSS-EXAMINATION

18 BY

19 MS. LINDA GORDON:

20 Q You mentioned, sir, that when you came out
21 to do the testing and whatever you found, that the
22 resorts (sic) of the readings that I have here that I

1 received from the attorney here, I still find it hard
2 to believe, as I said in the first hearing with
3 the -- her partner, the -- your partner, the other
4 guy that was here with you the first time for the
5 hearing, that not only where I'm -- where I've lived
6 for over 20 -- over 20 years, that I find it very
7 hard to even when neighbors of mine are saying the
8 same thing, meter readers comes (sic) out, period,
9 they come out. For them not to have noticed that
10 seal unlocked and not to report it, that should have
11 been reported.

12 JUDGE JORGENSEN: Do you have a question for
13 this witness? A question?

14 MS. LINDA GORDON: That's about it.

15 JUDGE JORGENSEN: Do you have a question for
16 this witness?

17 MS. LINDA GORDON: Oh, no, that's about it? Do
18 I have a question for what now?

19 JUDGE JORGENSEN: For cross-examination. Do
20 you have a question for this witness?

21 MS. LINDA GORDON: No, that's about it. That's
22 all I wanted to say. No.

1 JUDGE JORGENSEN: Okay. Nothing further. You
2 may be excused.

3 Any further witnesses?

4 MS. GRAHAM: That's all we have, Judge. We
5 rest our case.

6 JUDGE JORGENSEN: Miss Gordon, would you like
7 to make any final statement?

8 MS. LINDA GORDON: No, not at this time. I
9 pretty much covered everything. Thank you, Judge.

10 MS. GRAHAM: I think we've covered everything
11 as well, Judge.

12 JUDGE JORGENSEN: All right. Miss Gordon, what
13 will happen now is I will wait and receive the
14 transcript and go over the evidence and review it. I
15 will issue a proposed order.

16 MS. LINDA GORDON: Okay.

17 JUDGE JORGENSEN: The proposed order is
18 essentially my recommendation --

19 MS. LINDA GORDON: Okay.

20 JUDGE JORGENSEN: -- on how this should be
21 resolved.

22 MS. LINDA GORDON: Okay.

1 JUDGE JORGENSEN: There will be a date at end
2 of the proposed order for you to file any comments
3 regarding the order.

4 MS. LINDA GORDON: Okay.

5 JUDGE JORGENSEN: It's called a brief on
6 exceptions.

7 MS. LINDA GORDON: Okay.

8 JUDGE JORGENSEN: Okay?

9 MS. LINDA GORDON: All right.

10 JUDGE JORGENSEN: So you need to file -- if you
11 want to write a brief on exceptions, the date that
12 you will need to file it will be on the proposed
13 order.

14 MS. LINDA GORDON: Okay.

15 JUDGE JORGENSEN: If briefs on exceptions are
16 filed, I will take those and then the proposed order
17 and -- will go to the Commission and the five
18 commissioners will vote on it.

19 MS. LINDA GORDON: Okay. Sounds good.

20 JUDGE JORGENSEN: And they will have the final
21 decision.

22 MS. LINDA GORDON: Okay. That's good. Thank

1 you.

2 JUDGE JORGENSEN: Okay? If there is nothing
3 further for the record today, I'll go ahead and mark
4 the record here and taken.

5 MS. GRAHAM: Thank you, Judge.

6 (Heard and taken.)

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